



Statement of Work

For

General Materials or Services

Title: Quality Assurance Support

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1 INTRODUCTION / BACKGROUND

The Department of Energy, Richland Operations Office, (DOE-RL) manages the Hanford Site working toward protecting the workers, public, and environment by further reducing risk, as well as providing the necessary infrastructure for continued safe and effective cleanup operations, access and use. This is accomplished by work performed by contractors and subcontractors, to ensure the safety of Hanford cleanup.

As a Prime Contractor to the U.S. Department of Energy, Hanford Mission Integration Solutions (HMIS) is responsible for providing direct support to the DOE-RL and its contractors with cost effective infrastructure and site services integral and necessary to accomplish the Hanford Site environmental cleanup mission.

HMIS Quality Assurance (QA) organization establishes requirements for HMIS and our Subcontractors based on 10 CFR 830 Subpart A, Quality Assurance Requirements, DOE O. 414.1D Chg 1 (Admin Chg) Quality Assurance. The objective of Quality Assurance is to ensure that program requirements and Integrated Safety Management Systems (ISMS) are integrated with a strong conduct of operations into our working level documents, procedures, and instructions.

1.1 OBJECTIVE

The HMIS QA organization requires the services of an experienced subcontractor to provide assistance with performing QA audits of the HMIS QA program. HMIS requires independent qualified/certified Lead Auditors/Auditors to perform the audits.

1.2 DESCRIPTION OF WORK – GENERAL

The subcontractor shall provide technically qualified resources that work as a part of a team under the direct oversight of HMIS. Subcontractor resources shall be responsible for independently planning, organizing, and performing a wide variety of non-hazardous specialized administrative/technical duties in support of the successful completion of goals and deliverables. Additionally, the subcontractor shall furnish all necessary labor, technical and professional services, supervision, materials, tools, equipment, consumables, and payment of any applicable taxes to perform all operations necessary and required to perform the scope as directed by HMIS

Unless otherwise approved, the subcontractor shall work in accordance with HMIS subcontract requirements, operating policies and procedures and shall be responsible for execution of the work in accordance with the quality standards and requirements specified for assigned project and facility.

Specifically, HMIS requires a subcontractor to provide: qualified/certified Lead Auditors/Auditors to perform QA audits of the HMIS QA program in accordance with applicable HMIS procedures.

1.3 DESCRIPTION OF WORK – SPECIFIC

The work products and services to be provided, including any specific HMIS standards and requirements, required for the successful completion of this work activity includes conducting audits of the HMIS QA Program.



Lead Auditor responsibilities include, but may not be limited to, the following:

- Provide documentation to allow an evaluation for qualification/certification as a Lead Auditor.
- Conduct an audit scoping meeting and document meeting attendance.
- Document an audit plan in the iCAS Assessment module and ensure distribution to appropriate personnel.
- Ensure the audit team includes appropriate personnel who have been properly qualified.
- Conduct an audit planning meeting and document meeting attendance.
- Develop an audit checklist to facilitate an evaluation against specified requirements/performance criteria.
- Conduct an audit entrance meeting and document meeting attendance.
- Perform the audit to evaluate the applicable focus areas.
- Conduct daily debriefs, as necessary.
- Identify adverse conditions, opportunities for improvement (OFI), and strengths/good practices.
- Conduct an audit exit meeting and document meeting attendance.
- Document the audit report in the iCAS Assessment module and ensure distribution to appropriate personnel.

Auditor responsibilities include, but may not be limited to, the following:

- Provide documentation to allow an evaluation for qualification/certification as an Auditor.
- Participate in audit meetings as directed by the Lead Auditor.
- Plan, perform, and report the results of audits as directed by the Lead Auditor.

It is estimated that this Subcontractor support will average 40 hours per week for the Subcontractor staff member assigned to this work scope. This is not a guaranteed number of hours; Subcontractor instructor support is strictly based on demand. There may be occasional situations where Subcontractor training support will be needed under 40 hours per week.

2 DELIVERABLES/SUBMITTALS

2.1 Deliverables

Will deliverables be required to be furnished by the Subcontractor: **Yes**

The Subcontractor shall submit the following deliverables for each QA audit:

- Documentation to allow an evaluation of qualification/certification as a Lead Auditor/Auditor
- Evidence of attendance for the following meetings:
 - Audit Scoping Meeting
 - Audit Planning Meeting
 - Audit Entrance Meeting
 - Audit Exit Meeting
- Audit Checklist

Work products shall be accurate, comply with established processes and procedures, meet established schedules, and be appropriately documented. The Subcontractor shall ensure that personnel perform duties in a manner that meets established schedules as outlined below.

The Subcontractor shall be responsible for the development and management of its personnel work schedule(s). The Subcontractor shall ensure work schedules align with audit due dates established per the QA Assessment Schedule. Once a work schedule is approved by the BTR, the Subcontractor shall communicate any changes to the approved schedule to the BTR in advance of the schedule change.

2.2 Submittals

The Subcontractor shall ensure the following submittals are documented in the iCAS Assessment module for each QA audit:

- Audit Plan
- Audit Report

The SOW requires the submittal of Subcontractor Information and the following apply:

- The following items shall be submitted to the submittal e-mail address as indicated on Appendix A, Submittal Register. The Subcontractor shall include the Contract Specialist and Buyer's Technical Representative (BTR) on the transmittal.
- The Subcontractor submittals identified herein and summarized on the Submittal Register shall be submitted by the Subcontractor using the [Contractor Document Submittal Form \(CDSF\)](https://hmis.hanford.gov/page.cfm/SubcontractorForms/Construction). See: <https://hmis.hanford.gov/page.cfm/SubcontractorForms/Construction>
- Subcontractor information shall be submitted in either hard copy or electronic format (If electronic, it must be viewable using either Microsoft® Windows®, Microsoft® Office, or Adobe® Acrobat® software).

3 PLACE OF PERFORMANCE

Will work be performed on the Hanford site: Yes- For any work performed on the Hanford Site or any HMIS controlled facility, the provisions of the On-Site Services shall apply to the subcontract personnel.

3.1 Onsite Work Location/Potential Access Requirements

The primary work location under this subcontract shall be within the boundaries of the Hanford site. Specific work locations include 825 Jadwin (in the 700 Area) and Building 6290 (in the 600 Area).

3.2 Site Access And Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 a.m. and 4:30 p.m. with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the BTR and/or the Contract Specialist prior to performing the work.

3.3 Badging

For any on-site work, see On-Site Services Special Provisions for details. The subcontractor shall wear a Buyer issued security badge identifying themselves. A minimum of two (2) working days advance notice is needed for site badging. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

4 REQUIREMENTS

The requirements listed below are to identify specific standards the subcontractor and subcontractor personnel will be obligated to work to in support of this statement of work.

4.1 Engineering Requirements

Engineering requirements applicable: **No**

4.2 Environmental, Safety, and Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations, and directives.

The subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and environmental and safety requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and
- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

Prior to start of work the Subcontractor shall work with the HMIS BTR to do a Job Hazard Analysis (JHA). All Subcontractor and sub-tier employees shall have completed OSHA Hazard Communication training that meets the requirements of [HMIS-PRO-SP-13299](#), *Hazard Communication*. See [HMIS-PRO-SP-10468](#), *Chemical Management Process*, for more information.

Subcontractors and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with [HMIS-PRO-SP-11058](#) for any of the following situations:

- For any subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.
- For any subcontractor employee enrolled in a medical or exposure monitoring program required by 10 CFR 851, and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the Subcontractor and its lower-tier subcontractor employee is to have a current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at <https://hmis.hanford.gov/page.cfm/SubcontractorForms/Construction>. The documents on this site are kept current and are available for Subcontractors and lower-tier Subcontractor use.

Unique or specific requirements: **No**

4.3 Quality Assurance Requirements

The work activities for this Statement of Work (SOW) has been designated as a Quality Level F - Q Level 3 - GS. The subcontractor shall be responsible for performing quality workmanship and shall conduct the quality control

measures necessary to ensure work conforms to referenced codes and standards, and other requirements defined in this SOW.

Table 2. Quality Assurance Requirements

Item	Number	Title
1.	NQA-1-2008/1a-2009	<p><i>Quality Assurance Requirements for Nuclear Facility Applications</i>, Part I, and the following subparts from Part II:</p> <ul style="list-style-type: none"> • Subpart 2.2, <i>Quality Assurance Requirements for Packaging, Shipping, Receiving, Storage, and Handling of Items for Nuclear Facilities</i> • Subpart 2.7, <i>Quality Assurance Requirements for Computer Software for Nuclear Facility Applications</i> • Subpart 2.14, <i>Quality Assurance Requirements for Commercial Grade Items and Services</i> • No other subparts of NQA-1-2008/1a-2009, Part II, apply to the HMIS scope of work.

5 ACCEPTANCE CRITERIA

Work products shall be accurate, comply with established processes and procedures, meet established schedules, and be appropriately documented. The Subcontractor must provide the following documentation in the iCAS Assessment module for each QA audit:

- Audit Plan
- Audit Report

6 CONFIGURATION MANAGEMENT

6.1 Configuration Management Requirements

There are no specific Configuration Management requirements applicable to this SOW.

6.2 Applicable Standards

There are no specific applicable standards identified for this SOW.

6.3 Verification/Hold Points

Not Applicable

7 QUALIFICATIONS

The Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements to perform the work as specified in this SOW. The subcontractor is expected to provide appropriately trained and qualified staff to perform the type of work associate with their work at the Hanford site. Additionally, the subcontractor shall perform work in accordance with the specifications, exhibits, and other documents, which made by reference, are a part of the SOW.

Subcontractor Lead Auditor shall be Lead Auditor qualified in accordance with NQA-1.

In addition to the above, the Subcontractor shall provide qualified personnel throughout the period of performance of the Subcontract. Subcontractor shall be responsible for ensuring its personnel meet and/or maintain current and



valid training requirements, certifications and are fully capable to complete the duties described through the entirety of the Subcontract period of performance.

8 SPECIAL REQUIREMENTS

There are no special requirements for this Statement of Work

8.1 Training

The following types of training are required:

- HGET/HMISGET, *General Employee Training or Hanford Site Orientation*
- 170083, *HMIS Assessment Fundamentals – CBT*
- 170022, *Auditing Methods for Lead Auditors*

The subcontractor shall maintain training records for their personnel and ensure all required training is completed prior to work. Additionally, as soon as practical after award, the subcontractor shall submit a badge request for personnel required under the various releases so that they may be scheduled for training and medical evaluation so that crews will be eligible for work on site. The badging request is required, because without it an HID# cannot be assigned, and therefore training and medical evaluations cannot be easily coordinated and scheduled. Alternate and equivalent training may be substituted for the required training but must be approved in advance by the BTR.

8.2 Use of Government Vehicles

There is no anticipated need for any Subcontractor employees to use a Government-furnished vehicle in the performance of this statement of work. The Subcontractor's employees, therefore, are specifically prohibited from driving any Government-furnished vehicles under the performance of this statement of work unless this statement of work is formally so modified by the parties and the employee(s) will present a valid driver's license to the BTR for review.

8.3 Government Property

Government Property is not anticipated to be furnished to or acquired by Subcontractor under this SOW.

8.4 Hanford System Access Requirements

The following systems shall be utilized to perform the work described. For those systems which HMIS will be responsible for (hereby HMIS Operated System), HMIS will operate, manage, maintain and authorize access for Subcontractor personnel. The Subcontractor shall identify each of its personnel who will require access to the HMIS operated system.

For those systems which the Subcontractor shall be responsible for (hereby Subcontractor Operated System), The Subcontractor shall be responsible for the operation, management, maintenance, and access authorization for these systems.

HMIS personnel shall have unlimited access to the below named Subcontractor Operated Systems, through the period of performance of the Subcontract.

Table 3. Systems

Item	System Description	HMIS Operated System	Subcontractor Operated System
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1.	HLAN	Yes	No
2.	DMCS	Yes	No
3.	HMIS PS	Yes	No
4.	Required Reading	Yes	No
5.	DevonWay iCAS	Yes	No
6.	IDMS	Yes	No

8.5 Electrical Components

Not Applicable

8.6 Section 508 of Rehabilitation Act Applicability

Section 508 of the Rehabilitation Act requires federal agencies to develop, procure, maintain, and use information and communications technology (ICT) that is accessible to people with disabilities - regardless of whether or not they work for the federal government. Section 508 requires federal agencies to make their ICT such as technology, online training, and websites accessible for everyone. This means that personnel with disabilities are able to do their work on the accessible computers, phones and equipment in their offices, take online training or access internal website to locate needed information.

9 ACCESS AUTHORIZATION/CLEARANCE REQUIREMENTS

Will the scope of work will not require access authorization (security clearance).

10 MEETINGS

10.1 Meetings

After subcontract award, the subcontractor shall participate in a Project Kickoff Meeting, which may be a conference call, an internet meeting, or a meeting to be held at HMIS Site. The time, date, and agenda for the meeting will be provided to the subcontractor by HMIS.

The subcontractor shall interface with various HMIS (and other) organizations through HMIS's Contract Specialist (or designated BTR for in-scope work), as required, or at points and frequency determined by the Contract Specialist. The person or persons designated by the subcontractor to attend all meetings shall have all required authority to make decisions and commit subcontractor to technical decisions made during meetings.

HMIS will issue meeting notices and prepare an agenda and minutes for each meeting addressed in this Section. When applicable, minutes will identify action items, assigned actionees, and due dates.

- **KICKOFF MEETING** - Before start of the Work, HMIS will conduct a conference at a time and Hanford Site location agreed to by Subcontractor and HMIS. Invited attendees will include HMIS, Subcontractor, key lower tier subcontractors and others having an interest in the Work. Purpose of the conference is the coordination of Work start up and familiarization of project participants with the Work and worksite.
- **PROGRESS MEETINGS** - HMIS will conduct a progress meeting at time and Hanford Site location determined by HMIS. Invited attendees will include HMIS, Subcontractor and key subcontractors. At the progress meeting, Subcontractor shall submit a written report showing actual man-hours expended versus planned and scheduled progress versus actual progress giving details of Work completed in relation to the

approved schedule, together with a two (2) week "look ahead" which provides details of how the Work will be completed.

- The purpose of the meetings is the exchange of Work-related information.

11 INTERFACE/NOTIFICATIONS

- A. A BTR will be designated for the subcontract/ subcontract release.
- B. Designation of BTR

The BTR is responsible for monitoring and providing technical guidance for this subcontract and should be contacted regarding questions or problems of a technical nature. The BTR is also responsible for appropriate surveillance of the subcontractor's representative while on site. In no event, however, will an understanding or agreement, modification, change order, or any deviation from the terms of this subcontract be effective or binding upon HMIS unless formalized by proper subcontract documents executed by the Contract Specialist prior to completion of this subcontract. On all matters that pertain to the subcontract terms, the subcontractor shall contact the Contract Specialist specified within this subcontract. When in the opinion of the subcontractor, the BTR requests or directs efforts outside the existing scope of the subcontract; the subcontractor shall promptly notify the Contract Specialist in writing. The BTR does not possess any explicit, apparent or implied authority to modify the subcontract. No action should be taken until the Contract Specialist makes a determination and/or modifies the contract.

- C. The work will be inspected daily/periodically by the BTR.
- D. The subcontractor shall immediately notify the field Contract Release BTR (who will contact HMIS Safety) of any injuries or incidents; to include damage to subcontractor-owned property or equipment. The subcontractor will follow this up within 24 hours with a written explanation to the Contract Specialist of the occurrence.
- E. In the event that there is an abnormal or unusual situation associated with this contract work scope, the subcontractor is to immediately contact the BTR. If, after several attempts, the subcontractor is unable to contact either the BTR or the Contract Specialist, the Contractor is to contact HMIS Occurrence Notification Center at (509) 376-2900, which is available 24 hours a day, seven days a week, and provide them with: Contract Number, Contract Specialist's name, BTR's name and a short summary of the abnormal or unusual situation. If after making contact with HMIS, the subcontractor is advised to suspend activities, the subcontractor is not to proceed until such direction to proceed has been expressly issued by the Contract Specialist. If there is an emergency situation, the subcontractor is to make the appropriate immediate emergency call to 911 or 373-0911 for cell phones and then make the notifications to HMIS as set forth herein.
- F. Prior to work in the field, subcontractor shall ensure each employee has been cleared by HMIS and verify all training is complete in accordance with this statement of work.

12 APPENDICES

Appendix A: Submittal Register